



 Key Housing Charter Report 2021



# Welcome

This report looks at our performance as a landlord between April 2020 and March 2021.

It is split into 4 main sections:

- Value for money
- Tenant engagement
- Repairs and maintenance
- Neighbourhood and community

You can find out more by reading on.

# About Key Housing



713

owned properties



84

leased properties  
from other  
landlords



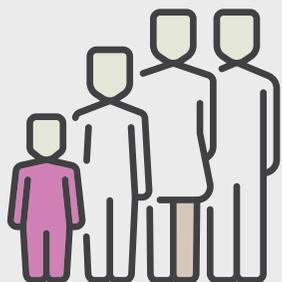
712

supported tenants



15

local authorities  
where we have a  
property



823

tenants



95.14%

satisfied with our  
overall housing  
service



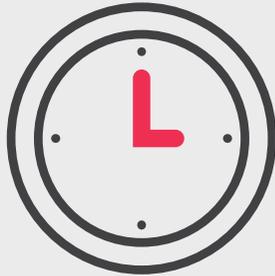
82 days

average time to complete an adaptation



99.7%

properties meet the Energy Efficiency Standard for Social Housing



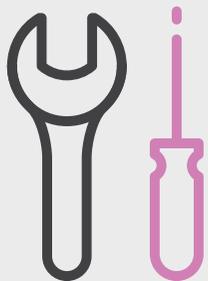
5 days, 3 hours

average time to complete non-emergency repair



1.2%

average rent increase



3 hrs, 31 mins

average time to complete emergency repair

0.77%

rent loss due to voids

# Value for money

Providing tenants with a value for money service is important to us.

A big part of this is consulting with you about our rental and service charges.

This section looks at how we performed in these areas last year.



## Rent affordability

We always aim to get the right balance between providing a good service and affordable rent.

Below is a table of our average weekly rents compared against the averages of other Scottish Landlords.

Number of Bedrooms	Number Owned	Key Housing	Scottish Average	Specialist Housing Average
Bedsit	7	£80.84	£67.43	£107.69
1 Bed	417	£92.64	£82.16	£113.82
2 Bed	182	£98.90	£86.77	£114.94
3 Bed	89	£108.88	£93.87	£114.47
4+ Bed	18	£198.14	£104.66	£112.85



The specialist housing average is a more realistic comparison for our rents which reflects the additional costs around providing supported housing.

Rents in our largest properties are quite high in comparison as many of these are shared tenancies.



### Re-Lets

An important part of providing value for money is ensuring that properties are not left empty for too long. We took an average of 57.02 days to re-let 44 properties this year; When lockdown was imposed at the start of the year we could not re-let any properties, however when the restrictions began to lift we found ourselves letting the same number as previous years.

This year we compared similarly to the Scottish Average of 56.3 days.

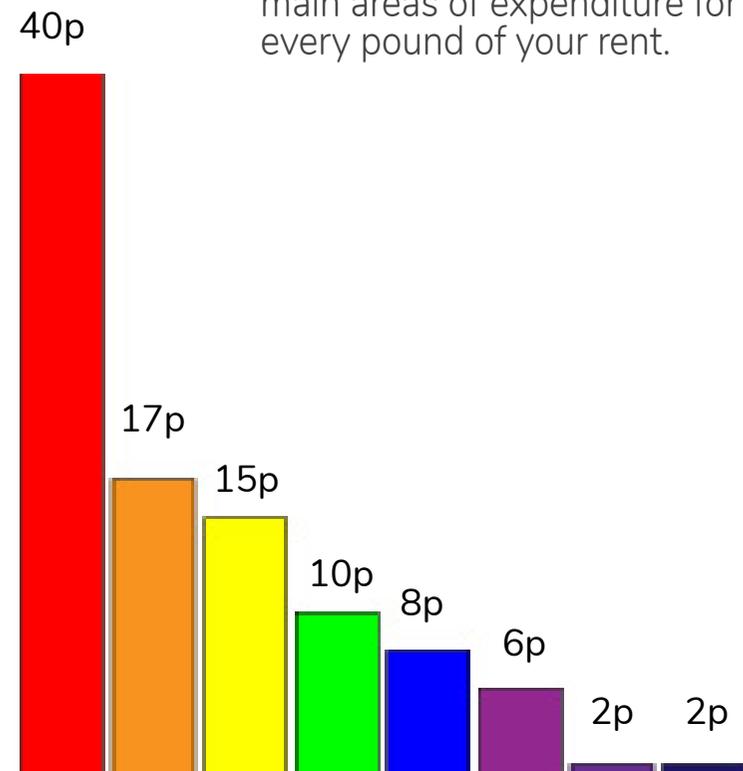
### Arrears

We work hard to help tenants make their rental payments and provide any benefits advice that can help.

Our overall rent arrears figure is 2.18%, this is significantly lower than the Scottish Average of 6.1%.

### How we spend your rent

Below we have broken down our main areas of expenditure for every pound of your rent.



Management Costs.....	40p
Repairs .....	17p
Planned Replacements.....	15p
Mortgage Repayments.....	10p
Servicing .....	8p
Voids .....	6p
Insurance .....	2p
Others .....	2p





# Tenant engagement

We want tenants to give us their views and help shape the services we provide.

In this section we will look at our tenant engagement activities throughout the year.

## Tenants Satisfaction

We carried out a Tenant Satisfaction Survey in February 2020 and just over 35% of you responded. **The overall satisfaction with our housing service is 95.1%**, which is significantly higher than the Scottish Average of 88.9%.



We decided not to issue a survey during the pandemic when peoples lives were turned upside down.

We made a decision both on behalf of our tenants and the staff who support them to not apply any unnecessary pressure when times were tough.



# 76.9%

satisfied with opportunities to participate

### Opportunities to Participate

In our survey, 76.9% of tenants were satisfied with the opportunities to participate in our decision making. This figure has increased slightly from our previous survey of 75.2%, but still remains lower than the Scottish Average of 86.6%.

We are continuously looking at ways to improve, and increase, the opportunities for participation.

Our main tenant engagement panel is the 'My Home Group' which usually meets 5-6 times a year. We have not been able to meet in the past 19 months but when it is safe to do so then we will meet again. The group will be receiving a draft of this Charter Review in the post to gauge their opinions. They can't wait to come back in to The Square for their meetings and we can't wait to see them again.

During the year we sent out out the Rent Consultation and continued to distribute our At Home Newsletter.

We will be running our Repairs Satisfaction Survey as part of the Tenant Satisfaction Survey in October this year. We will monitor the results of both surveys and are keen to see how our services performed under such difficult circumstances.



# 86.1%

satisfied with how we keep you informed

## Keeping tenants informed

Providing you with up to date information on changes to our service is very important to us. Last year 86.1% of tenants were happy with how we carry this out.

This figure is lower than the Scottish Average of 91.7% but has increased from the previous survey of 84.9%

You can also find more information on our website [www.key.org.uk](http://www.key.org.uk)



## Complaints

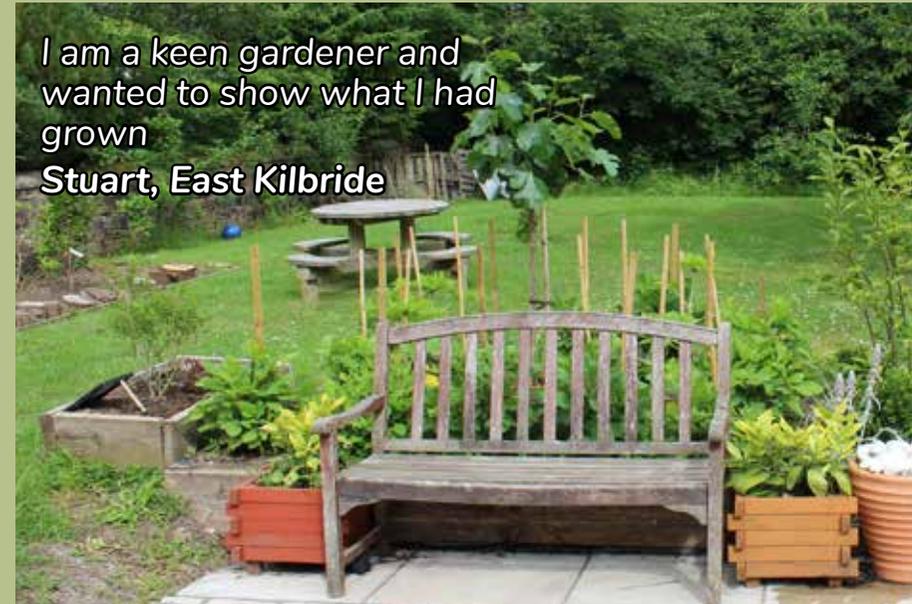
It is important that you let us know if there has been a problem with the service we provide. Last year we received 3 complaints and they were all dealt with within the agreed timescales. We agreed that our service could have been better in each of these cases.



# Lockdown Gardens

Lockdown proved difficult but there were quite a few of us who got our green fingers out and made our gardens look magnificent. Some needed to go back to the start whilst others trimmed and pruned their already impressive blooms.

Thank you to everyone that sent in their garden pictures. We are always grateful to see them and it gives us a wonderful feeling when we see your hardwork paying off. We have various pictures from around the central belt of Scotland. Maybe next time we can see what is going on in Dumfrieshire and the Highlands.



I am a keen gardener and wanted to show what I had grown  
**Stuart, East Kilbride**



I grew lots of strawberries and handed them out to other tenants.  
**John, Coatbridge**





I love my wee garden and want to thank my partner for all his hard work.  
**Angela, Dunoon**

# Repairs and maintenance

At Key we strive to build, maintain and adapt homes to suit your life.

This section of the report looks at the work we do to maintain, and improve your property.





# Repairs

In our most recent Tenant Satisfaction Survey we asked you how you felt about our repairs service and 95.74% of you are satisfied with it. This figure compares favourably with the Scottish Average of 90.1%.

Our emergency repair times have remained consistent but the non-emergency time has increased:

**3 hours, 31 mins**

average time to complete emergency repair

**5 days, 3 hours**

average time to complete non emergency repair

**90.67%**

of repairs right first time

## How do we compare

Scottish Average

**4 hours, 12 mins**

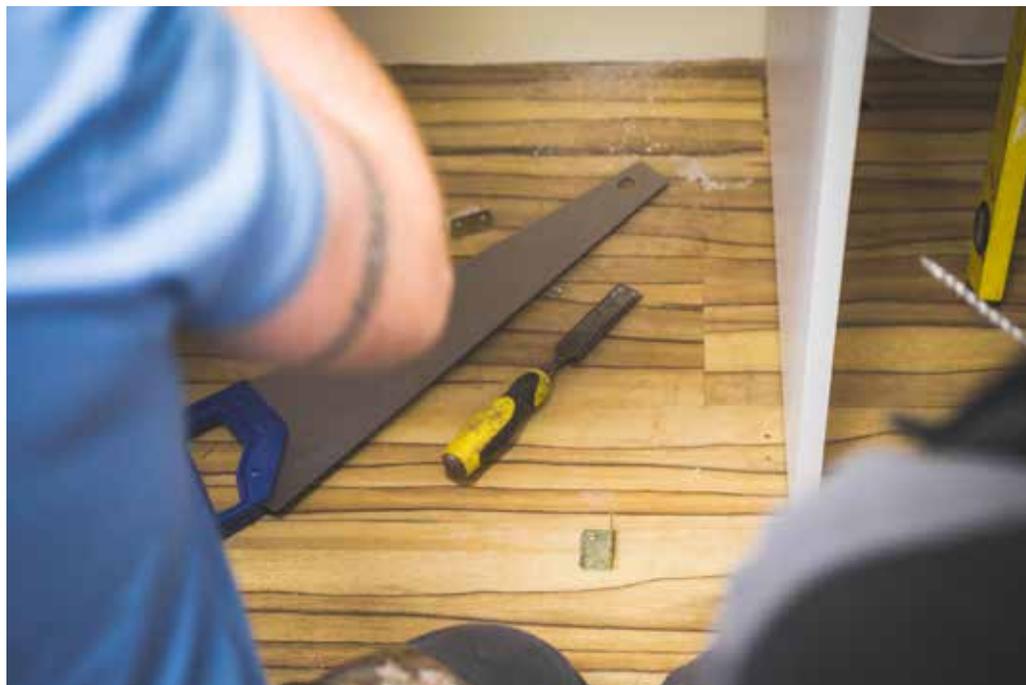
average time to complete emergency repair

**6 days, 18 hours**

average time to complete non emergency repair

**91.5%**

of repairs right first time



## Planned Replacements

As you can imagine our planned replacement programme came to a virtual standstill during the pandemic, before restrictions were lifted, as we were only allowed to carry out emergency repairs.

Our Maintenance Officers are working hard assessing the impact this has had on our plans for our housing stock and how best we should move forward.

# Quality & Energy Standards

We now only have 2 properties that do not meet the Scottish Housing Quality Standard (SHQS), meaning that 99.7% of our properties meet this standard. We are working towards the Energy Efficiency Standard for Social Housing (ESSH).



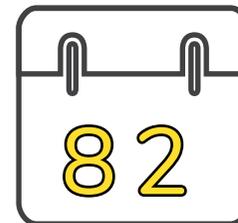
We have 1 property to be brought up this standard by the year 2022 with 1 other property being identified as too costly to meet the standards. You can find out more about ESSH on the Energy Efficiency section of our website.

## Adaptations

We often make changes to our properties to help your home suit your needs and we refer to these works as adaptations.

Last year we completed 24 adaptations and it took an average of 82 days to complete each one. This is slower than our average due to restrictions imposed during lockdown.

These projects are made possible through grant funding from the Scottish Government and Glasgow City Council.



# 82 days

average time to complete an adaptation





## Neighbourhood and community

We want all our tenants to enjoy living in their home.

A important part of this is feeling happy and safe within your neighbourhood, as well as feeling a part of the community.

This section looks at how well we have managed our neighbourhoods.

# Neighbourhood Management

We are delighted to report an increase in satisfaction with how we contribute to the management of your neighbourhoods with 94.38% of you satisfied. Our Housing Officers are committed to ensure that everybody is happy in their homes.

## Anti-Social Behaviour

This year we had 28 cases of Anti-Social Behaviour across our properties which is quite similar to last year.

We produced a factsheet 'Being a Good Neighbour' a few years ago so our tenants had a better understanding when living in close proximity to other people.

The majority of our disputes are on a small scale and can be resolved fairly quickly with the cooperation of all those involved.



94.38%

satisfied with how we manage your neighbourhoods

## How We Changed

When the pandemic hit we all had to change how we worked. As the Government advised us to work from home we were issued with laptops and mobile phones to ensure there was very little interruption to our daily routine.

Our tenants remained our top priority and we had to find ways to ensure you were all coping well and were happy in your homes at such a difficult time. Our Housing Officers reached for their phones and started calling around as they were not allowed to visit properties unless under extreme circumstances.

Our Maintenance team had to stop all planned and non-emergency works as advised. We rearranged appointments for when it was safe to attend and made sure all emergencies were dealt with promptly and safely. We also continued to service your gas boiler and only missed two out of 641. Our planned programmes had to stop and we will catch up with these over the next couple of years.



The My Home Group had to stop our face to face meetings which was disappointing to all. As the majority of those involved with the Group did not have access to a computer we had to temporarily suspend meetings until it is safe to meet in person again.

Our Board meetings and AGM went online which allowed us to carry on our function as a Registered Social Landlord.

**From us all at Key Housing we wish you well, and look forward to things becoming a bit more normal again.**



Cover art by  
Doreen Kay

You can also view our Charter  
Review on our website which  
gives access to  
a range of accessibility options.

[www.key.org.uk](http://www.key.org.uk)



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